

Issuer Processor Migration

Leverage the Thredd payments ecosystem, integrated within the global payment

Migrate to the most comprehensive, robust and reliable solution for card payment processing

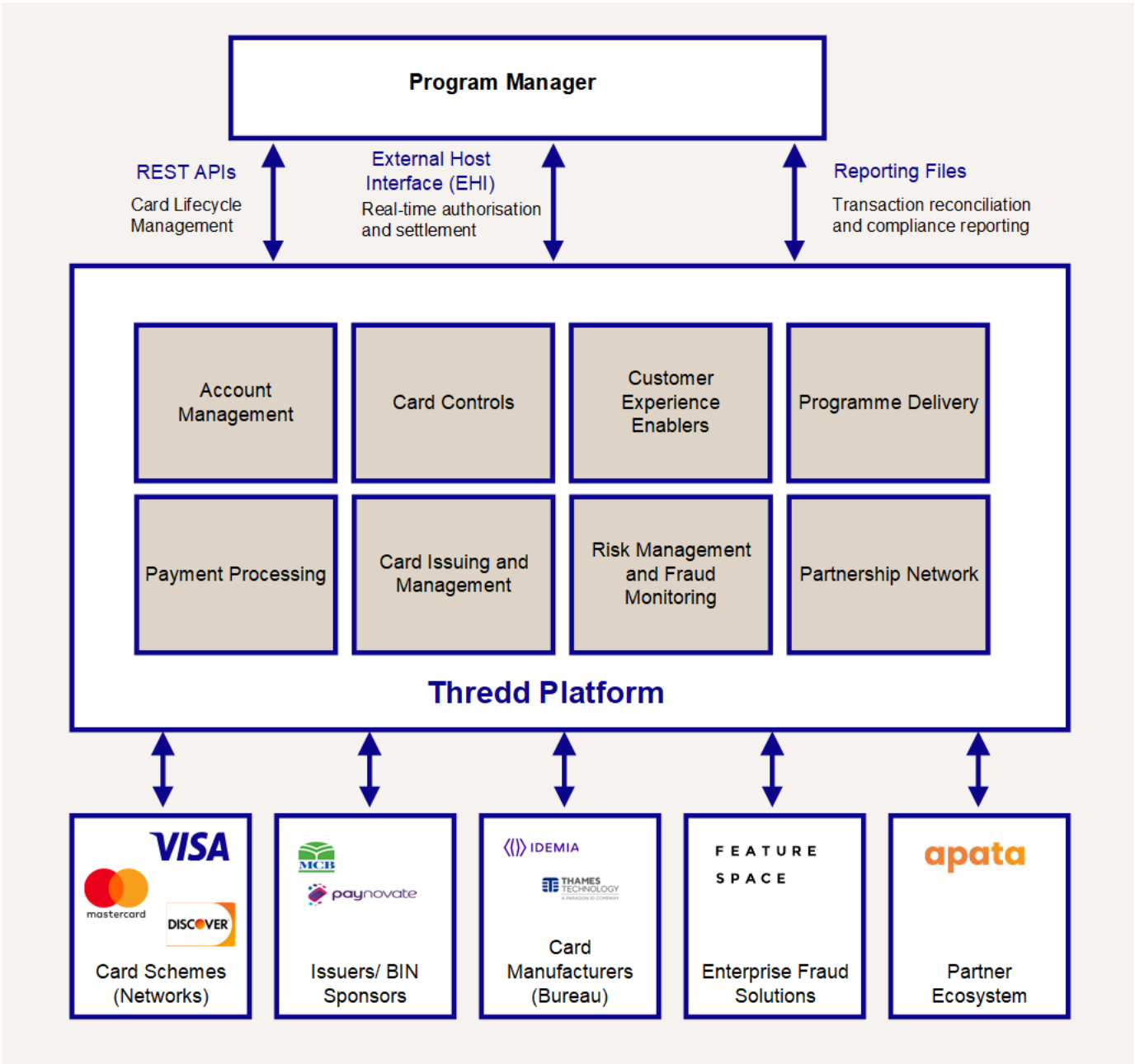
Thredd is the leading global provider of card payment *issuer processor* services that enable banks, fintechs and other businesses to launch and manage innovative card and wallet propositions. Thredd processes over 1 billion transactions per year and this is growing.

Thredd is globally certified by Visa and Mastercard to process and manage any credit, debit or prepaid card transactions from anywhere in the world. It is the processor of choice for digital transformation and challengers. We enable our clients to navigate the complexities, regulatory compliance, licensing, commercial agreements, infrastructure and connections of payment processing whilst powering innovation in the delivery of payment services to consumers and businesses around the world.

Thredd offers a global service, across Europe, North America, the Middle East and Asia Pacific regions, enabling you to expand your product offering as you grow. Our cloud-based processing centres ensure resilience, scalability, reliability and fast processing, in whatever region you are processing.

How it works

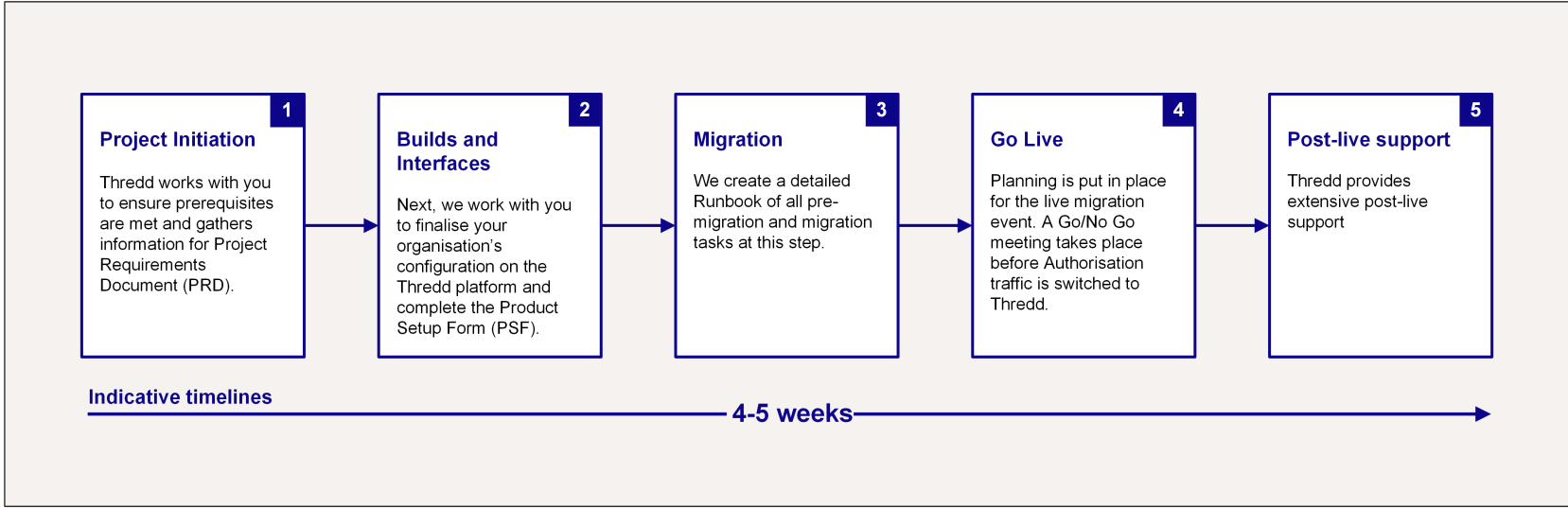
An example of our flexible architecture and how it enables the implementation of the products / services you need:





Migration At-A-Glance

Thredd has considerable experience and expertise in implementing and supporting some of the world’s most innovative card and payment programmes, as well as successfully migrating programmes from other issuer processors seamlessly. The figure below provides a high-level overview of the migration process:





Migration Process in Detail

Project Initiation

Before your organisation's migration project begins, Thredd will work with you and all stakeholders to ensure various prerequisites are met to ensure a successful migration. Discussions with your outgoing Issuer Processor will begin and information will be gathered for the Project Requirements Document (**PRD**). The PRD captures the requirements, identifies any bespoke development required, and provides Thredd Implementation Managers with an understanding of the migration and likely timescales. The PRD is a prerequisite to the Thredd Product Setup Form (**PSF**) in which your organisation defines its detailed configuration of Thredd's highly flexible platform.

After project initiation, Thredd will hold a data requirements workshop with your organisation and the outgoing Issuer Processor to determine aspects such as card volumes and file types. A data manifest for each file type will also be determined, and a review of the Mastercard APW (Automated Parameter Worksheet) or Visa CIQ (Client Implementation Questionnaire) will take place.

Build & Interfaces

Thredd will work with you to finalise your organisation's configuration on the Thredd platform, and to complete the PSF. The PSF starts as a working document whilst your organisation tests the configuration in UAT (the Thredd Test platform). The PSF is finalised when testing completes and Thredd submits the form to the Issuer for approval. Your organisation can test using a Thredd proprietary web-based application called CTS (Card Transaction System) to run test authorisations through the Thredd platform.

When the PSF is approved, Thredd will configure your organisation's setup in LIVE ready for Pavement testing. Pavement testing replicates what happens in a live environment, and allows you to make any remaining refinements before go live, and to update the PSF prior to migration.

Pre-migration

Thredd will create a detailed Runbook of all pre-migration and migration tasks and events, together with the tasks required of all participants. Runbook pre-migration tasks typically begin 2-3 weeks prior to the migration event, with the main tasks commencing a week before. The Runbook continues until successful completion of all migration tasks, the majority of which are complete within 2 days after Authorisations switch to Thredd. Thredd, in conjunction with all participants, will also conduct several practice runs (rehearsals) of the migration event using the Runbook. The Runbook will be updated with any learnings from rehearsals in preparation for the live migration event.

The main data loads will also take place prior to the migration event. These data files are created by the Outgoing Issuer Processor and provided to Thredd to be loaded into the Thredd platform. Thredd will then obtain daily files of any incremental changes that have occurred since the initial load (known as delta files). A final delta file is required prior to the Authorisation Switch.

Migration

An issuer processor migration date will be agreed between the Programme and Scheme and communicated to all stakeholders. Extensive, detailed planning is put in place for the live migration event. Presentments (clearing) will be switched to Thredd post the receipt of Mastercard Cycle 4 (0900 UK time) or Visa International Cycle (1200 UK time) prior to the Authorisation switchover. Authorisations will be switched to Thredd during your organisation's off-peak hours at an agreed time.

A Go/No Go meeting will take place before Authorisation traffic is switched to Thredd. Testers will carry out predefined test scenarios, and are buddied with someone who has access to Thredd Smart Client for verifying transactions. The scheme is then given the Go ahead to switch the Authorisation traffic at the agreed time. Instantly on the switchover, post-live Pavement testing commences, together with post-switch activities, as per the Runbook. Authorisation traffic will be closely monitored in real time.

Post-live Support

Thredd will provide extensive post-live support after the switch of Clearing (Presentments) and Authorisations to Thredd. At this point, the Programme Manager is live on the Thredd platform. Support includes real-time monitoring of Authorisation traffic, the processing of Clearing files by Thredd technical teams, the matching of presentments to authorisations, transmission of presentments to your organisation and acknowledgment, and full project team support. Close support will continue for several weeks after going live, before being handed over to the Thredd Customer Care team for Business As Usual (BAU).



FAQs

Q. How long does it take to migrate issuer processing to Thredd?

An end-to-end migration project, from initiation to your organisation's first live transactions being processed by Thredd, typically takes at least 4-5 months. It may take longer depending on the complexity of the product range and products, as well as scheme or other partner freeze periods.

Contact your Thredd Business Development Manager, who can provide you with more details, based on your project requirements.

Q. Will issuer processor migration impact cardholders?

Thredd will work with you to support a seamless switchover of issuer processing with zero impact on cardholders.

Q. What regions does Thredd support?

Thredd supports Visa and Mastercard cards issued in Europe the Middle East, North Africa, Asia-Pacific and North America. For further details, contact your Thredd Business Development Manager.

Q. Which Thredd services should my organisation implement, and which services are optional?

Thredd products and services integrated into the Thredd platform include: Web Services and Cards API, card controls, Smart Client and transaction reports. Most customers also use Thredd External Host Interface (EHI), Chargeback Management and Card Transaction System (CTS). Popular add-ons include the Thredd Fees module and Thredd Fraud Transaction Monitoring.

Additional Thredd products and services depend on the requirements of your card program. 3D Secure is essential if your organisation offers online (ecommerce) payments. Tokenisation (MDES/VDEP) is a popular service which many card programs support, as it enables you to issue cards immediately for use on a smart phone or other device (such as Apple Pay, G Pay, Samsung Pay, Sony Pay, Fitbit Pay, Garmin Pay, Montblanc Pay etc.).

Q. What type of support is available to me?

Thredd provides dedicated support throughout your organisation's project. Support includes:

- a Business Development Manager and Solution Consultant during the project scoping phase
- an Implementation Manager for technical implementation during the specification, migration, testing and go live phases.

Once your organisation is live, a Thredd Account Manager and Customer Care Specialist are assigned to provide ongoing support.

Q. Where can I find out more information?

For more information, please contact your Thredd Business Development Manager.



Contact Us

Please contact us if you have queries relating to this document. Our contact details are provided below.

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Technical Publications

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